

# Hancock County Public Library

138 Willow Street  
Sneedville, TN 37869  
(423) 733-2020

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FCC - MAILROOM

October 29, 2004

FCC

Office of the Secretary  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

To Whom It May Concern:


RE: Request for review, CC Docket No. 02-6

I am appealing the SLD decision for Hancock County Public Library's Form 471 Application #: 397727 for funding year 2004 (07/01/04 - 06/30/05). The FCDL is dated April 27, 2004. Our billed entity number is 128397. Our funding request number is 1084713.

The decision from USAC dated October 1, 2004 was denied in full. I am requesting a review from the FCC because I did not correctly complete the application. After reviewing past library board minutes, I have located an "Information Systems Plan" that was approved by the Hancock County Library Board on 10/28/03. It contains sections relating to our software upgrades and enhancements and internet connectivity. I did not realize at the time I filed the Form 471 that this plan was already in place. I was trying to locate a "Technology Plan". Our "Information Systems Plan" contains the same requirements as a Technology Plan. Please review our attached plan. If it meets your requirements, please reverse the decision of the USAC and approve funding in full. At the very least, please consider a request for partial funding to cover basic local and long distance telephone service.

If you need any additional information or to discuss this appeal request, please contact Anita Hopkins. My phone number is 423-733-2020. The fax number is 423-733-2847. My e-mail address is [hancocklibrary@bellsouth.net](mailto:hancocklibrary@bellsouth.net). The library hours are 9:00 a.m. - 5:30 p.m. Monday through Friday.

Sincerely,



Anita Hopkins  
Library Director

Enclosures:

1. Hancock County Public Library Information Systems Plan
2. USAC Decision on Appeal Funding Year 2004-2005

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Administrator's Decision on Appeal  
Funding Year 2004-2005

October 1, 2004

Anita Hopkins  
Hancock County Public Library  
138 Willow Street  
Sneedville, TN 37869

Re:

Applicant Name:  
Billed Entity Number:  
Form 471 Application Number:  
Funding Request Number(s):  
Your Correspondence Dated:

Hancock County Public Library  
128397  
397727  
1087413  
April 30, 2004

After thorough review and investigation of all relevant facts, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has made its decision in regard to your appeal of SLD's Funding Year 2004-2005. This letter explains the basis of SLD's decision. The date of this letter begins the 60-day time period for appealing this decision to the Federal Communications Commission (FCC). If your Letter of Appeal included more than one Application Number, please note that you will receive a separate letter for each application.

Funding Request Number: 1087413  
Decision on Appeal:  
Explanation:

Denied in full

- On appeal, you seek the reversal of the SLD's decision to deny the funding request for failure to provide a Technology Plan for the requested services. In support of your request, you state that Hancock County Public Library (the Library) does not have a technology plan because of the information the Library received from SLD technical support. You state that the Library's DSL is an eligible telecommunications service because it is provided through an eligible telecommunications provider, and therefore would not require a technology plan.

- Upon thorough review of your appeal letter and all relevant documentation, it is determined that you should have filed a Technology Plan for the services requested. According to the information that you submitted as Item #21 attachment, this request included Internet service. In accordance with program rules, this type of service is eligible for E-rate discount, but it is more than basic telecommunications service as it

requires that the entity receiving the services to have a technology plan. On the Form 471, you checked Item 26c, indicating that there are no technology plans and you were only applying for basic local and long distance telephone services. During the review process of the Form 471, the Tennessee State Library E-rate Coordinator was contacted and asked if a Technology Plan existed for the library for the current funding year. According to the e-mail from Jennifer Cowan-Henderson, dated March 12, 2004, the Library does not have a Technology Plan for the current funding year as the library was only requesting discounts on telecommunications service. Therefore, since there was no approved Technology Plan or Technology Plan in process to cover funding Year 2004 at the time the Form 471 was reviewed, SLD denies this appeal.

- Your Form 471 requested funding for products and/or services other than basic local and long distance telephone service. FCC rules require applicants to submit the entities receiving products and/or services other than basic telephone service to be covered by an individual and/or higher-level technology plan that has been, or is in the process of being approved. 47 C.F.R. § 54.504(b)(2)(vii). See Schools and Libraries Universal Service, Services Ordered and Certification Form, OMB 3060-0806 Block 6, Item 26, 27 (FCC Form 471).

If your appeal has been approved, but funding has been reduced or denied, you may appeal these decisions to either the SLD or the Federal Communications Commission (FCC). For appeals that have been denied in full, partially approved, dismissed, or cancelled, you may file an appeal with the FCC. You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received or postmarked within 60 days of the date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554. Further information and options for filing an appeal directly with the FCC can be found in the "Appeals Procedure" posted in the Reference Area of the SLD web site or by contacting the Client Service Bureau. We strongly recommend that you use the electronic filing options.

We thank you for your continued support, patience, and cooperation during the appeal process.

Schools and Libraries Division  
Universal Service Administrative Company

## **HANCOCK COUNTY LIBRARY BOARD INFORMATION SYSTEMS PLAN**

The Hancock County Library Board prepares this Information Systems Plan so that the Hancock County Public Library will be eligible for telecommunications discounts and be eligible for grants.

### **I. Equipment Enhancement and Purchase Plan**

#### **2002- 2003**

##### **Items to be replaced:**

Fax machine that was manufactured in 1997(?)

##### **Items to be added:**

Server computer for library management software and system.

#### **2003- 2004**

##### **Items to be replaced:**

Laser printer that was manufactured in 2000

One computer to replace Gateway public access computers

##### **Items to be added:**

Color printer for public use.

Scanner for public use.

#### **2004- 2005**

##### **Items to be replaced:**

One computer to replace Gateway public access computers

##### **Items to be added:**

One public access computer

#### **2005- 2006**

##### **Items to be replaced:**

One computer to replace Dell computer for director's use

Copy machine that was manufactured in 1999

##### **Items to be added:**

II. **Software – Upgrades and Enhancements**

Purchase upgrades for any software as needed.

**2002- 2003**

Purchase library management software  
Renew anti-virus subscription for existing computers

**2003- 2004**

Renew tech support for library management software  
Renew anti-virus subscription for existing computers  
Renew tech support for filtering software

**2004- 2005**

Renew tech support for library management software  
Renew anti-virus subscription for existing computers  
Renew tech support for filtering software

**2005- 2006**

Renew tech support for library management software  
Renew anti-virus subscription for existing computers  
Renew tech support for filtering software

III. **Internet Connectivity**

**2002- 2003**

Upgrade to DSL

**2003- 2004**

Provide minimum connectivity at ISDN level or faster.

**2004- 2005**

Provide minimum connectivity at ISDN level or faster.

**2005- 2006**

Provide minimum connectivity at ISDN level or faster.

IV. **Training**

**2002- 2003**

Provide training to the public in using the Internet, Tennessee Electronic Library, and educational software on Gates computers.

**2003- 2004**

Provide training to the public in using the Internet, Tennessee Electronic Library, the Public Access Catalog, and educational software on Gates computers.

**2004 – 2005**

Provide training to the public in using the Internet, Tennessee Electronic Library, Public Access Catalog, and educational software on Gates computers.

**2005 – 2006**

Provide training to the public in using the Internet, Tennessee Electronic Library, Public Access Catalog, and educational software on Gates computers.

V. **Electrical System**

Arrange with contractor for upgrades to accommodate changes in library equipment as needed.

VI. **Maintenance agreements and technical support**

**2002- 2003**

Maintain warranties, maintenance agreements, and technical support costs as needed.

**2003- 2004**

Maintain warranties, maintenance agreements, and technical support costs as needed.

**2004- 2005**

Maintain warranties, maintenance agreements, and technical support costs as needed.

**2005- 2006**

Maintain warranties, maintenance agreements, and technical support costs as needed.